

Coronavirus (COVID 19) Update as at 14th September 2020 – information for Families

Funeral services at the Crematorium are still continuing but we have put in measures to ensure social distancing and safety of our staff and those attending the service.

Please respect these measures - we know the measures we are introducing are restrictive but we are sure you will understand that we need to protect our staff in order to keep the Crematorium open for funerals at this difficult time. Thank you

Numbers attending a service at Wealden Crematorium compliance with the social distancing rule of 2 metres still applies inside the Ceremony Hall which does continue to restrict the numbers of attendees. By law there are only allowed to be a maximum of **30 mourners** at a funeral (this number includes children but excludes funeral directors, bearers, celebrants and crematorium staff). Those attending the service are able to sit together, providing they either live in the same household or are part of a bubble. If anyone attending is shielding or self-isolating (but not showing any symptoms) please contact us to make special arrangements for them to attend.

Do I have to wear a face covering? - face coverings are mandatory for everyone attending a funeral service at the Crematorium. The person leading the service will be able to remove theirs when they are at the lectern as will anyone else giving a reading etc. Those who have a legitimate reason not to wear a face covering under the regulations will be exempted from this requirement.

Hand Sanitising – there are hand sanitising stations by the entrance to the toilets, in the roundel entrance to the Ceremony Hall and in the flower court when you access the Hall. Please use these when you arrive and depart from the Crematorium.

Mourners who are self-isolating or shielding

If you are having to self-isolate or are shielding please contact us and the Funeral Director so we can make arrangements for you to be able to attend the service.

Any individuals displaying symptoms of coronavirus should not attend.

NHS Test and Trace – we are required by law to keep a list of visitors to the crematorium for a period of 21 days – the funeral director will have a form that the family will need to complete and return to the crematorium before the service takes place so please make sure you let the family know if you are intending to come to a service.

All services can be **live webcast** and this is included free of charge in the price of a Full Service and at a reduced rate for a Committal – please contact the Funeral Director to arrange this through the Obitus system.

Car Park – the car park is not to be used for social gatherings either before or after a service. Please wait in your car until the allotted time for the service and after the service has finished please return straight to your car and leave the crematorium. You must keep 2 metres away from each other at all times.

Curtains – curtains can remain open but mourners must not touch or kiss the coffin but wave or blow a kiss instead. This is to keep our staff safe as well as yourselves.

Waiting Room – the waiting room will be opened when the weather is bad. However, the doors will need to be kept open to ensure adequate ventilation and face coverings will need to be worn in the waiting room. If the waiting room is closed we ask that mourners stay in their cars until just before the service time. Everyone must stay outside of the Ceremony Hall (including the entrance roundel) until invited in by the funeral director.

Toilets can be accessed via the external door on the car park side of the waiting room. The toilets in the flower court when you exit the Ceremony Hall are also open.

Families looking round – this is now possible but only by prior appointment. Please contact the office on 01323 443400 to make an appointment.

Scattering or interment of ashes – the new 'rule of 6' covers these events. Unfortunately this means that it is not possible to allow more than six people to attend a scattering of ashes or an interment of ashes into one of our memorial sanctums.